



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

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A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating plans

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If you have a story idea you would
like to share or comments about this
newsletter, please contact us.

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EE CAA Newsletter Celebrates Its 50th Edition!

The Healthy Families Program (HFP) EE CAA Newsletter has published its 50th edition! The EE CAA Newsletter was first produced in September 1998. The EE CAA Newsletter was developed to provide updates and important information about the HFP and Medi-Cal Programs to Enrollment Entities (EEs), Certified Application Assistants (CAAs) and other stakeholders. It continues to be a valuable resource!

Each article tries to provide readers with recent program changes, tips for improving efficiency in the application process, and helpful resources for EEs and CAAs from San Diego to Yreka and all points in between. The EE CAA Newsletter has become a feature that EEs and CAAs trust and rely on to help keep them current on program or application requirements so they can best serve our customers, the families of California.

The EE CAA Newsletter also gives the HFP direct access to EEs and CAAs to provide updates on important issues; such as the 2010 FIGS delay, the new annual Open Enrollment period, and changes to HFP Regulations. It has been invaluable in keeping EEs and CAAs current on changes in documentation requirements, such as immigration and rental income.

Another benefit of the EE CAA Newsletter has been to keep EEs and CAAs up-to-date on application changes; such as revisions to the AER form or paper application. Upcoming editions of the Newsletter will continue to prominently feature future enhancements and helpful suggestions for Health-e-App users. The Newsletter also provides important contact information for EEs/CAAs needing assistance with application issues, such as the EE/CAA Help Desk and Health-e-App Help Desk.

Over the past twelve years, EE CAA Newsletter has featured many CAAs and organizations that symbolize the values and virtues of achieving our common goal to provide affordable health coverage to California's working families.

So join us in celebrating this important milestone! The 50th edition of the EE CAA Newsletter!

Open Enrollment 2010

Each year, the Healthy Families Program (HFP) allows members to change health, dental, or vision plans. This is called "Open Enrollment". This year, the Open Enrollment (OE) period begins on July 15th and ends August 31st. Plan changes requested during the OE period will be effective on October 1, 2010.

Members will be sent an OE packet or an OE postcard, depending on their particular circumstances. Members will receive a customized OE packet showing plans availability for their county and zip code area if:

- They are required to make new plan selections because of the changes in coverage areas for their current plans, are no longer offered in their county and zip code area, or,
- Their premium is changing because they are enrolled in a health plan whose Community Provider Plan (CPP) status will change for October 1st.

The OE packet will include a list of the available health, dental, and vision plans that members can choose, as well as information to help members make their decision(s). (See specific packet information below).

Members will receive an OE postcard if:

- Their health, dental, and vision plans are still available, and
- Their health plan's CPP status is not changing in the upcoming benefit year.

Members receiving postcards will still have the option of requesting a customized OE packet and changing their plans. Instructions to request an OE packet will be outlined on the OE postcard.

It is very important for members to notify the HFP if they have moved. That way they will receive their OE materials. Members can inform the HFP of their new addresses by calling 1-866-848-9166.

Correction: In the April 2010 edition of the CAA Newsletter, it was incorrectly stated that Blue Shield EPO and HMO would not be available plan choices during this year's Open Enrollment. Blue Shield HMO will be an available plan choice during OE in the following counties: Nevada (not for the entire county), Orange, San Francisco, Santa Barbara, and Tulare. Blue Shield EPO will be an available plan choice during OE in the following counties: Calaveras, Del Norte, Fresno, Glenn, Humboldt, Imperial, Lake, Mendocino, Tehama, and Tuolumne. We apologize for any confusion the previous information may have caused.

WHAT'S IN AN OPEN ENROLLMENT PACKET?

Cover Page: This tells members if any of their plans will no longer be available or if their premium will be changing.

Cover Letter: This explains the OE process, including timeliness and contact information.

Personal Fact Sheet: This provides the members' current health, dental, and vision plans and premium amount.

Customer Satisfaction Survey: This survey asks members about their satisfaction with their health, dental, and vision plans.

Transfer Request Form: This form is returned to the Health Families Program if a member wants to change or is required to change his/her health, dental, or vision plan.

Plan Ads: These ads provide short descriptions of each of the available plans in members' county and zip code area.

Language Grid: This chart provides information about the language options for materials offered by each of the plans.

Plan Comparison Grid: This chart provides comparison information about each of the plans available in a member's county and zip code area.

Have You Ever Wondered Who Reviews the HFP and AIM Materials? *People like you.*

Twice a year, The Center for Health Literacy and MAXIMUS organize and facilitate Special Advisory Panels (SAPs) with Community Based Organizations (CBOs). The SAPs review selected Healthy Families and AIM documents such as letters, handbooks, and forms. CBOs gather groups of Certified Application Assistants (CAAs) from their area for California's five threshold languages; English, Spanish, Chinese, Korean and Vietnamese to review the selected materials.

The meetings are held at locations throughout the state, each lasting approximately an hour and a half. During the meetings, the selected documents are discussed for the language and cultural appropriateness as well as, overall understanding from an applicant's perspective. Some of the topics discussed with CAAs are;

- Is the translation clear and understandable?
- Is the reading level high, low or just right for applicants?
- Do your clients come to you with questions about such documents?
- What improvements do you think would make this document more understandable for the applicant?

This information is very important to ensure the Programs are communicating well with our families. The comments and recommendations are compiled and considered for future revisions of each document.

This past year the City of Long Beach Department of Health and Human Services hosted the SAPs for English and Spanish speaking CAAs. The Community Youth Center in San Francisco hosted the SAPs for Chinese, Korean and Vietnamese speaking CAAs. We wish to thank both organizations and the CAAs who participated in the SAPs for their contributions to the families of California and the Healthy Families and AIM Programs.



If you are interested in participating in upcoming SAPs please contact the EE CAA Helpdesk at 1-800-279-5012 Monday through Fridays 8:30am – 5:00pm or send an email to ee-caaliaison@maximus.com

GETTING READY FOR HEALTH-E-APP PUBLIC ACCESS!

HEALTH-E-APP
CALCULATES
INCOME SO
YOU DON'T
HAVE TO!

The new and improved Health-e-App Public Access goes live this summer. In preparation for a smooth transition; the Healthy Families Program (HFP) would like to ask current Health-e-App users for assistance. If you have a Health-e-App account, the HFP asks you to take a few minutes to review your account information. This is important for both Enrollment Entity (EE) and Certified Application Assistant (CAA) accounts.

The HFP will transfer existing HeA account information to the Public Access system during implementation. Please review your profile information such as your user name and contact information.

HFP encourages all EEs and CAAs to take a moment to review their workload for applications that are pending for submission. If you have applications pending to be submitted, please review those applications and work with your applicants to complete the application process and submit them to SPE as early as possible.

The suspension feature allows you to suspend an application for up to 30 days. This suspension feature will be disabled prior the implementation of the new Health-e-App Public Access to ensure all applications are submitted before converting to the new system. Once the new system is implemented the suspension feature will be available.

If you have any questions or concerns please feel free to contact us at the Health-e-App helpdesk 1-866-861-3443 Mondays through Fridays 8:00am to 8:00pm or Saturdays 8:00am to 5:00pm or email to: HFHEA@maximus.com.

2010 Federal Income Guidelines

Each year, the federal government publishes new Federal Income Guidelines (FIGs). The new FIGs are usually effective on April 1st and provide new income levels for many programs, including the Healthy Families Program (HFP, AIM, and Medi-Cal Programs). The FIGs are used to see if a child qualifies for certain programs and to determine the HFP monthly premiums.

The new 2010 FIGs are delayed and Certified Application Assistants (CAAs) should continue to **use the 2009 FIGs** to determine an applicant's household income until the new FIGs have been released. CAAs should continue to check the HFP Website for updates on the 2010 FIGs.

Best Times to Call the HFP

Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Tuesdays through Fridays after 5 p.m.
Better....Wednesdays through Fridays after 6 p.m.
Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

Call Center Integrated Voice Response System Improvements

This summer, the Healthy Families Program (HFP) Call Center will be launching new enhancements to the Integrated Voice Response (IVR) System. These changes will better serve our applicants by making selections more user friendly and shorten call wait times.

These changes will include:

- Automated identity process within the secure IVR System
- Automated payment billing information which include last payment received, amount due, and /or balance on account
- Provides applicant with check digit information/instructions needed for credit card payments

The new IVR features will improve customer service , so be sure to share these new changes with applicants and families already enrolled in the HFP.

Complete Applications faster with Health-e-App!

EE/CAA Helpful Resources

Help Desk for EEs and CAAs

The Healthy Families Program (HFP) offers a help desk for Enrollment Entities (EEs) and Certified Application Assistants (CAAs). EEs and CAAs may call this help desk to:

- Find out about CAA Web-based Training
- Get information about in-person training for CAAs
- Register as an EE through the ITP process
- Update EE and CAA profiles with the HFP
- Ask general questions regarding the HFP

If you wish to contact the EE/CAA Help Desk, please call 1-800-279-5012 Monday through Friday between 8:30 a.m. and 5:00 p.m. or send an email to ee-caalaison@MAXIMUS.com.

Help Desk for Health-e-App

For technical support with Health-e-App (HeApp), please call the HeApp help desk at 1-866-861-3443 Monday through Friday between 8:00 a.m. to 8:00 p.m. or Saturdays between 8:00 a.m. and 5:00 p.m. You may also send an email to HFHeA@MAXIMUS.com. The HeApp help desk can assist EEs and CAAs with:

- Establishing EE accounts
- Navigation questions for HeApp
- Reporting any problems using HeApp
- Resetting expired passwords
- The HeApp tutorial

HFPWebsite – EE/CAA Section

The Information for EEs and CAAs section of the HFP website contains important information and resources, including program changes, newsletter archives, Health-e-App information, the CAA Reference Manual, CAA Web-based Training, citizenship and immigration information, ITP forms, and EE reimbursement information. This section of the HFP website can be found at http://www.healthyfamilies.ca.gov/EEs_CAAs/default.aspx

Health-e-App Website

This site is dedicated to helping California's EEs, CAAs, eligibility workers, and counties use Health-e-App, the online application for Healthy Families and Medi-Cal for Children Programs. The site can be accessed at: www.healthapp.net.

Healthy Families Fax Numbers

These are the fax numbers for the Healthy Families program. They are available 24 hours a day, seven days a week.

General information, Children not currently enrolled

Fax to 1-866-848-4977

Existing members, missing information

Fax to 1-866-848-4974

Annual Eligibility Review

Fax to 1-866-848-4975

Health-e-App

Fax to 1-866-848-4976